

We want your suggestions and comments concerning Kirtland AFB.

However, may we also suggest giving base agencies or the chain of command the chance to resolve your concern before calling Forum.

If you decide the Forum is the right answer, we don't print callers' names.

To submit a Forum, send an e-mail to [kirtlandcc.forum@kirtland.af.mil](mailto:kirtlandcc.forum@kirtland.af.mil), call 846-4240 or write to:

377 ABW/CC Forum  
2000 Wyoming SE  
Kirtland AFB, NM 87117.



**COL. HENRY L. ANDREWS, JR.**

377th Air Base Wing commander

new Truman Gate (starting in March). Traffic flow in the area will change significantly during the construction period so that we can continue to allow vehicles to enter and exit the base through the Truman Gate in spite of the construction. Please keep an eye on the *Nucleus* for more details.

## Dislike for civilian guards

I'd like to voice my distaste for the new civilian gate guards who are being phased into rotation. I am the spouse of an active duty Airman and I don't think they are very effective.

Because I go back and forth between school, home and work, I go through the gates at least once a day. When the gate was staffed by military members, I was usually greeted with a smile, a warm greeting and a thorough ID check. Now, I am greeted with a scowl, a mumble and barely a glance at my ID. Not only that, but I do not feel safe at all. Of the individuals I have seen working at the gate, 90 percent appear to be horribly out of shape. Were there any physical standards to get the job? On top of it all, they just don't seem like they care. To Air Force Security Forces, guarding the gates was something they seemed to truly believe in and care about. It looks to me like most of the civilian guards see it as just another job to make a couple of bucks and move on. I hate that I am forced to trust them with my life because I live on base.

Ensuring that Kirtland is a safe place for people to live, work, and play is one of our most important priorities. Every security forces team member – military, DoD civilian police, and contractor security guards – are part of what it takes to make this happen.

All security personnel have met required training standards essential to performance of their assigned duties and continue to train to maintain currency and proficiency. Every DoD civilian police officer received a complete medical examination prior to being certified for employment and

must pass an annual fitness test which parallels Air Force fitness standards and procedures. Contractor guard force members must also meet the physical demands of the job as a condition of the contractor's statement of work. These same contractor guard force members must also present a fit image and demonstrate physical stamina in all situations as a basic requirement for their position.

We also strive to ensure that every member of this multi-faceted force protection team is professional and respectful. If, at any time, your treatment at the gate is not up to standards, please identify the person involved and contact the on duty Flight Chief or Flight Commander by calling the law enforcement desk at 846-7913. These leaders of our force protection operation will ensure your concern is addressed immediately.

## Vehicle registration

Today I went to re-register my wife's car and brought copies of the registration and insurance card because my wife needs her car to go to work and, therefore, needs the originals with her in case she is stopped or has an accident. When I got to the office, a sign was posted stating that the originals are required to register your vehicle on base. Why isn't a clear copy of these documents adequate? With this policy isn't the base encouraging our active duty and retired members and their dependents to drive without the originals in their vehicle? Would the base security forces ticket her for having copies of these documents if she happened to get stopped while I had the originals in order to register the vehicle?

Requiring original documents protects us all from fraud. Today, anyone with a good printer and copy machine can easily alter these forms, if they choose. We have actually experienced people coming in with state registration forms that were altered.

Beyond this "common sense" stance, it's useful to note that New Mexico requires original registration forms be maintained with the vehicle at all times. As a result, our installation entry controllers enforce the same standard.

When a vehicle is registered, MVD provides three sets of registration documents for the registrant. MVD will also provide certified duplicates for \$3.50. As for insurance cards, most insurance companies provide duplicate insurance cards free of charge and will provide more upon request.

## BX courtesy, pricing

I was in the exchange recently and I was very disappointed because they had a price tag on some merchandise that said \$20. When I went to purchase it, they had put the wrong price on it. When they called the manager, she was extremely rude. It is not my fault that the people who work there do not know what they are doing. I suggest that they get some more training so that they can see what the price of the merchandise is

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## Diesel fuel reconsidered

I just read your reply to the question on diesel fuel and must disagree with your response. The use of diesel fuel is on the increase. If you also reviewed the number of RVs stored on base that use diesel and added that to the automobile figures, I feel you would find enough justification for a diesel pump – at least on the west side where RVers could fill their tanks prior to storing the RV. I noticed there is a diesel pump at the west side station for military vehicles; why not change the pump at this location to allow everyone to use it?

Although, the plans for the renovation at the Kirtland Car Care Center did not include diesel fuel, after a second review, AAFES agrees it makes economic sense to add diesel fuel when we renovate the Car Care Center.

That renovation project will provide five more pumps, move the current pumps further from the building, add a car wash, and readdress the traffic flow. Now, we'll add diesel fuel. We'll break ground in May and should be ready for grand opening in August.

On a separate note, the diesel pump located near our west side service station is a government pump that services only government vehicles. Air Force guidance is clear that "ground fuels may be sold for cash only in overseas theaters." Opening military service stations to individual users is not an option.

## Left turn problems

The intersection of Aberdeen Avenue and Truman Street often has traffic backed up on eastbound Aberdeen waiting to make a left turn off base. Sometimes only one vehicle gets through before the signal changes. Could the signal be changed to the way it works at Wyoming Boulevard and Hardin Boulevard?

We added an additional 10 seconds on the east-to-west traffic movement time as a way of providing an immediate reduction in the wait for the eastbound lanes. We're continuing to monitor the intersection to determine if these 10 seconds were the right answer.

That said, please know this intersection will soon be closed for construction of the



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and that they have the correct merchandise on the shelf. This lady was very rude. I also asked when they were going to receive some X-Boxes, and they told me that they were not sure when or even if they were going to get any, so I just walked out.

I used to do a lot of shopping at the exchange. I hardly go there now because of the rudeness, workers who don't know what they are doing and the manager just doesn't give a hoot. And, the prices over there are for people who have a lot of money. They need to change so that people in the military can go in there and buy merchandise without having to pay an arm and a leg for things. People are going to Wal-Mart and Target instead of the BX because of the prices. For example, who can afford to buy a man's shirt for \$70?

Thanks for bringing your concerns to the Forum. Our BX is allocated certain quantities of merchandise for promotional items and we try to judge what we may need for future promotions by past history of sales. If we run short of promotional merchandise, we try to order more merchandise and bring it in on a rain check. Unfortunately, there are times when we cannot order additional stock because there are no more items available to order. This was the situation we encountered on the X-Box because our distributor received a limited supply and told us we would not be able to receive any more for the season.

Of course, if you don't see the item you want on the shelf or if we don't stock an item you want, please consider a special order by completing a Customer Convenience Order Card at the Customer Service Desk. AAFES will place the special order. If we learn we can't get the special request, we'll let you know.

On pricing, there are many reasons it's true AAFES isn't always the lowest prices. Please remember, though, that

sales through the AAFES system generate a tremendous amount of return for morale, welfare, and recreation activities at Kirtland. This is a central part of the AAFES mission and something that all of TEAM KIRTLAND benefits from.

Needless to say, providing high-quality and courteous service is important. The BX management team is continuing to reinforce the highest standards of customer service etiquette with our employees, as well as how to better answer questions or concerns from all customers. We also welcome any comments from complimenting outstanding service to reporting poor service or any other issue on your plate. You'll find a customer comment box and forms located at the entrance on the wall between the bank and the main store.

Our AAFES general manager is also available at 266-9887.

## Narrow Wyoming Gate

I am a 70-year-old retiree with excellent vision (with corrective glasses which I was wearing) while I was driving a 2002 Chateau motor home on a Chevrolet Express 3500 chassis. It is 121 inches wide from the outer edge of the right mirror to the outer edge of the left mirror. The [Wyoming] gate personnel had both lanes open for entry and the guard directed me through the right side of the gate which is about 24 inches narrower than the left side. I had about one inch of clearance and the staff sergeant guard said that I was wider than the city buses and they do not direct the city buses through the left side.

I hit the sensor unit on the left side and damaged the left mirror, entry step, awning bracket, door water drip rail and scratched the left side of the unit. I was issued a ticket for unsafe driving by a security policeman. My problem is that I was traveling 5 mph or less, and I was directed to continue forward by the security guard. This should never have happened. I have parked B-36s, C-124s,

KC-97Gs, C-141s in my Air Force career and never scratched a single one of them. Also, I have never been issued a ticket of any kind, so I am a little upset.

Maintaining traffic control barriers is an Air Force security requirement. Combined with the sensors in question, these measures greatly enhance our ability to protect the base populace. Large vehicles, including City of Albuquerque buses, routinely pass through the Wyoming gate, even with the serpentine barriers and sensors in place. Of course, we rely upon the vehicle operator to know their vehicle dimensions and how those dimensions comply with New Mexico law. If any vehicle operator has concerns about maneuvering through the Wyoming gate or any other gate, our installation entry controllers will be happy to direct the driver to a more suitable gate for entry.

## Awesome housing workers

I would like to comment on the new housing construction to the east of Wyoming Gate. I am a native New Mexican and have been a civilian employee here on Kirtland about four years. I have numerous family relatives who have been a part of Kirtland in one capacity or another.

It is with great pride and reverence that I gaze upon this new housing development; it has been a long time coming. The opportunity in hiring local construction workers and laborers is something that Kirtland should take pride in. Throughout my life Kirtland has contributed to our family's well-being again in one capacity or another. I am writing to show my appreciation.

One beautiful morning two gate guards and I were commenting on the ant-like persistence of the workers as we stood at the gate and listened to pounding hammers, moving vehicles and just the overall construction work that was going on over there. It was awesome – it seemed as if all the construction crews were on a mission. We were in awe at

such hard work and perseverance, as we know this type of work is not easy. In addition to the everyday work of the military, civilians and gate guards on the base, I think we should all take some time to commend the hard-working construction workers, plumbers, electricians, construction companies and everyone else responsible for the beautiful housing construction soon to become the envy of Kirtland constituents.

We couldn't agree with you more. The new era of military family housing at Kirtland is a watershed event for this marvelous base and our community. Everyone has reason to be proud.

## Helpful customer service numbers

Chapel, 846-5691

CE Help Desk, 846-8222

Commissary, 846-9586

Computer help, 846-5926

Energy wasting, 846-4633

Exchange Service, 266-9887

Family Services, 846-0741

Finance,  
846-8045, 846-6639

Law Enforcement, 846-7926

Legal Services, 846-4217

Medical Clinic, 846-3406

Services Squadron, 846-1828